

VICTIM ADVOCATE

DISTINGUISHING FEATURES

The fundamental reason the Victim Advocate exists is to perform highly interactive and assistance duties directly working with victims, in the case management and service referral functions in the Victim Services Division of the Legal Department. This classification is not supervisory. Work is performed under general supervision and reports to the Victim Services Manager.

ESSENTIAL FUNCTIONS

Initiates and facilitates communication in order to serve as a liaison between victims and Prosecution and Court staffs. Accompanies victims to court proceedings and informs victims about their constitutional and statutory mandated victims rights. Assists victims in securing Orders of Protection and Injunctions Against Harassment. Assesses victim needs and acts as a resource for community service referrals. Engages in follow-up contact with domestic violence victims after case disposition. Communicates effectively in the exchange of information by completing thorough case documentation in both Victim Services and Prosecution files using both a paper-based and computer automated case management system. Maintains statistical records on victims served and services provided; submits monthly statistical reports.

Maintains a sound working relationship with the Prosecution Division attorneys and staff to continuously seek new ways to improve services to victims. Investigates and resolves complaints regarding advocate and attorney responsibilities, while demonstrating the ability to listen and communicate professionally and effectively. Recommends policies and procedure revisions as deemed necessary to positively impact the integrated work environment.

Assists in the recruitment, selection and training of volunteer staff in the Victim Services Division. Provides in-service training and exposure to various criminal justice and victim-related matters. Encourages involvement and interest in victim-related training and awareness campaigns. Facilitates community outreach activities at the request of the Victim Services Manager.

MINIMUM QUALIFICATIONS

Knowledge, Skills, and Abilities

Knowledge of:

The criminal justice system with an emphasis in Crime Victim Rights.
Microsoft Windows, Word 7.0 and Access.

Ability to:

Coordinate visual and muscular dexterity to enter data or information into a terminal, PC or other keyboard device.

Operate a variety of standard office equipment including a computer terminal, telephone, copy and fax machine requiring continuous and repetitive arm, hand and eye movement.

Communicate both verbally and in writing with all levels of the organization, including the ability to engage in active listening using clearly organized thoughts, proper sentence construction, punctuation, and grammar.

Handle stressful situations autonomously with a positive attitude and work within a team-based work unit.

Establish and maintain effective working relationships with co-workers, supervisors and the general public.

Maintain regular consistent attendance and punctuality.

Education & Experience

Any combination of training, education and experience equivalent to a bachelor's degree in criminal justice, social services or related field and one year experience in case management, counseling or related field from which comparable knowledge was gained.

FLSA Status: Exempt

HR Ordinance Status: Unclassified